

Pursue the Possibilities



Toshiba CHEC V6.7 Update

Héctor Rivera

Self Checkout Solutions Architect
Wordwide Technical Sales Support & Marketing
Toshiba Global Commerce Solutions
hrivera@us.ibm.com



irug

International Retail User Group Conference | 2014
May 18-21 | Orlando, FL



Design is the **details**.

Simplifying self checkout starts with the industry's shortest reach for the industry's most frequently performed task.

Fastest

Shortest reach distance increases throughput, reduces perceived workload, and enhances accessibility.

Easiest

All shopper touchpoints in natural viewing area: coupon slot, pinpad, cash input & output, printer, etc.

Details

Guidance lights increase usability.

Anti-glare screen increases viewability.

Groupings enhance learnability.

Modularity creates familiarity.



New CHEC 6.7 Release: **Focus on the Shopping Experience**

Faster, Easier Self Checkout



- Faster item processing
- Improved interactive e-receipt
- Enhanced shopper messages
- Auto tender select for EFT
- Language and audio selection
- Faster handling of non-inventory item

Personalized Experience



- Customized security for loyal customers
- Security based on trust level of customers
- Preset lane options for loyal customers
- ♦ Digital and/or paper receipt
- ♦ Language preference
- ♦ Accessibility options

Remote Management



- Easier management with RMA V3
- System health status dashboard
- Remote action invocation
- LDAP-based authentication for BOSS
- Enhanced Reports

Other Improvements



- Support "sell by date" GSq/A15 barcodes
- Support IE9/10, Chrome and Firefox
- Improved eBOSS interface
- Advanced cash device log collection
- New look
- Updated middleware & Windows Server support



CHEC 6.7 Features Update

(Page 1 of 2)

- *Faster, easier self-checkout*

- **Faster credit/debit/gift card flow** – eliminates button press when paying with credit, debit and gift cards; also allows shoppers to pre-swipe card; reduces pinpad confusion
- **Cleaner and more readable receipt** – improved visual layout featuring new gray-bar pattern and proportional fonts
- **Swipe-to-scroll receipt UI** – more intuitive scrolling with “swipe” gesture
- **Enhanced visual messaging to shoppers** – smarter messaging with light-box UI for “more signal, less noise” (also featuring shopper hints); helps shoppers self-correct security errors and reduces interventions
- **Early bag removal forgiveness** – speeds the bagging process by allowing shoppers to remove bags early a configurable number of times without penalty
- **Scan loyalty card from phone** – with image-based bioptic scanning capability (tested with Datalogic, Honeywell, and Motorola next-gen scanner/scales*)
- **Toggle need assistance button** – shoppers can now control whether help is really needed; reduces unnecessary interventions
- **All audios play 10% faster** – all base audios now enhanced to play 10% faster without change in tone; speeds item-to-item scan time for shoppers who wait for price to be fully voiced
- **Mute/Volume audio option** – allows shoppers to control audio levels and/or mute audio
- **Language toggle option** – speeds the transaction for most shoppers by eliminating the need for the language select screen; allows language switching mid-transaction
- **Enhanced UI in Accessibility Mode** – easier for shoppers since buttons now match regular layout
- **Alternate Shopper’s Own Bags flow** – allows shoppers to select # of bags before setting them down
- **Faster handling for non-inventory item sales** – ability to turn off security for “virtual” items such as car wash or lottery tickets



CHEC 6.7 Features Update

(Page 2 of 2)

- *Personalized experience*

- **Variable security w/ loyalty card** – configuration option to increase speed via randomized security checks for all shoppers w/ loyalty card (configurable, checks a percentage of items)
- **Trust levels w/ loyalty card** – further reduces time to scan & bag for trusted shoppers (reduces timers, personalizes security level)
- **Digital receipt w/ loyalty card** – skip the receipt at SCS or POS ... have it emailed instead
- **Language preference w/ loyalty card** – shopper's preferred language automatically selected on loyalty scan
- **Disability access preference w/ loyalty card** – disability access mode can be automatically selected on loyalty scan

- *Remote monitoring & management*

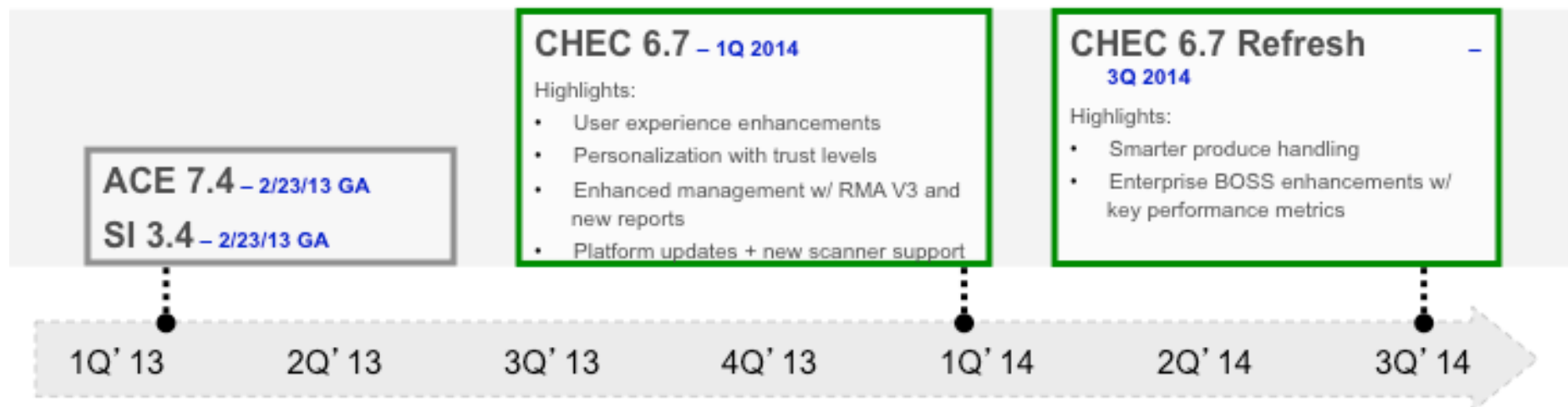
- **Easier systems management with RMA V3** – available and integrated with Toshiba POS and self-checkout
- **Simplified “red, yellow, green” health status** – pre-configured for optimal monitoring of self-checkout
- **Remote action invocation** – easier for support personnel to use than JMX browser
- **Operational “problem area” reports** – “top 25” security problems, assistance activities, item returns, NOF scans, item voids, hand key-ins
- **(Candidate) LDAP support for BOSS / eBOSS** – standard support for LDAP-based user authorization
- **Enterprise BOSS enhancements** – support for Windows Server Datacenter 2012

- *Other*

- **GS1/AI15 “sell by” date** – ensures self-checkout will prevent the sale of expired items (coordinated with ACE feature)
- **Support for IE9/10 and Google Chrome testing** – for BOSS and eBOSS web pages
- **Store number display** – for in-store BOSS web pages
- **Remotely collect bill dispenser logs** – enhanced problem determination
- **Automatically generate CR logs** – enhanced problem determination
- **New look** – new default branding / logos / graphics
- **Withdraw Windows Server 2003** – no longer orderable with CHEC 6.7 or installable with CHEC 6.7 platform media
- **WAS 8.5 upgrade** – currency update



CHEC 6.7 Release Schedule (GA and Refresh)



CHEC 6.7 – 1Q 2014

Highlights:

- User experience enhancements
- Personalization with trust levels
- Enhanced management w/ RMA V3 and new reports
- Platform updates + new scanner support

CHEC 6.7 Refresh

3Q 2014

Highlights:

- Smarter produce handling
- Enterprise BOSS enhancements w/ key performance metrics



Enhanced user experience – faster, easier, and more personal



Easier systems management with "red, yellow, green" health status



Next-gen image scanning support + driver's license scan for age verification + loyalty card scan from phone



Enterprise BOSS enhancements w/ key performance metrics



Component Levels at GA for CHEC v6.5, v6.6 and v6.7

Software Components	CHEC V6.5 GA: 5/24/2011	CHEC V6.6 GA: 6/2012	CHEC V6.7 GA: 3/2014
ACE POS Application Level (min.)	V7.0	V7 & V7R3	V7R3 & V7R4
SA POS Application Level (min.)	V2 +updates (CSD/EFIX)	Same	Same
4690 OS Level	V5R2 & V6R2	V6R2 ‡	V6R3 0CD0 & V6R4
* CHEC Lane & BOSS – RMA Level	V2R6 CSD 1 (“romeo”)	Same	V3R1.2 (“unity”)
* CHEC Lane – SI Level	V3R2 (“oscar”)	V3R2 & V3R3 (“papa”)	V3R3 & V3R4 (“rain”)
* CHEC BOSS – WAS Level	V7.0.0 – Fix Pack 15	V7.0.0 – FP 21 + hotfix	V8.5.5
* CHEC Lane & BOSS – DB2 Level	BOSS: V9.5 FP7 Lane: V9.7 FP3a	(e)BOSS: V9.7 FP5 Lane: V9.7 FP5	(e)BOSS: V9.7 FP7 Lane: V9.7 FP7
* CHEC Lane – JavaPOS Level	V1.13.2	V1.13.3	V1.13.5
* CHEC Lane – WEPOS Level - SurePOS 742 (“Vail”) - SurePOS 743 (“Keystone”) - SurePOS 785 (“Jade”) - AnyPlace Kiosk (“Kramer”)	V1.1 † V1.11 † V1.11 †	V1.1 †† V1.11 †† V1.11 ††	V1.1 ††† V1.11 ††† V1.11 ††† V1.11 †††
* CHEC BOSS – Windows Server Level	2003 – SP2 †	2003 – SP2 †† 2008 – <u>not R2</u>	2008 – <u>not R2</u> †††
** IBM Director	V5.20.2 + update 1	Same	V6.3.3.1

* Part of the Checkout Environment for Consumer-Service (CHEC) software release; not purchased separately.

** IBM Director is recommended to use with CHEC and RMA; V5 was free with IBM server hardware but must purchase support separately.

† Plus MS Security Hotfixes through March 2011

†† Plus MS Security Hotfixes through March 2012

††† Blue-Bleached and plus MS Security Hotfixes through December 2013

‡ Level 0CG0 required for CHEC on 4690



CHEC 6.7 Deliverables – BOSS/eBOSS

Files available from your Engagement Manager for current customers/Business Partners.

Setup/Update file for in-store Windows Server 2008 BOSS (DVD image):

2,953,895,936 BOSS_InStore_Server2008_6_7_0_23.iso

Platform file for in-store BOSS (DVD image):

2,292,580,352 BOSS_Instore_Platform_Setup_DVD_6_7_0_23.iso

Platform file for Enterprise BOSS (DVD image):

2,543,845,376 BOSS_Platform_Setup_DVD_6_7_0_23.iso

DB2 v9.7 FP7 upgrade files (upgrade from FP5 if not already done on CHEC 6.6) (Director 6 packages):

455,247,034 DB2_V97_FP7_Stage_Files.zip

15,291 DB2_V97_FP7_BOSS_Upgrade.zip

Location: “\CHEC Software Distribution Packages\Migrate CHEC 6.6 to CHEC 6.7”

WAS 8.5.5 upgrade files (upgrade from WAS 7.0 on CHEC 6.6) (Director 6 packages):

2,230,441,219 WAS85FP5MigrateStaging.zip

17,921 WAS85FP5UpgradeActivate.zip

Location: “\CHEC Software Distribution Packages\Migrate CHEC 6.6 to CHEC 6.7”

BOSS/eBOSS Application (CD image):

523,010,048 BOSS_Software_4256.iso



CHEC 6.7 Deliverables – Lane

Platform file for Windows Lane (DVD image):

1,159,462,912 Lane_Platform_Setup_DVD_6_7_0_23.iso

Platform upgrade files for Windows Lane (upgrade from 6.6) (Director 6 packages):

579,319,980 CHEC_67_Lane_Platform_Staging.zip

31,808 CHEC_67_Enter_Migration_Mode.zip

11,116,388 CHEC_67_Lane_Platform_Activate.zip

31,572 CHEC_67_Exit_Migration_Mode.zip

Location: “\CHEC Software Distribution Packages\Migrate CHEC 6.6 to CHEC 6.7”

Upgrades DB2 v9.7 from FP5 to FP7 if not already done; upgrades JavaPOS to 1.13.5

Lane Application (Windows) (CD image):

701,366,272 Lane_Software_4256.iso

Lane Application (4690) (CD image):

508,614,656 CHEC_On_4690-4256.iso

Diagnostics Plugin:

75,448,414 IBMSelfCheckoutDiags_4256.zip

Available on Support web site



User Experience Enhancements

**TOGETHER
COMMERCE**



CHEC Software Summary – Easy to Use; Easy to Manage



- Intuitive UI... easy for shoppers to understand and use
- Integrates reliably with any POS... no screen-scraping
- Highly customizable... with our extensible architecture and configuration toolkit
- Easy to manage... with RMA remote systems management plus Enterprise BOSS
- PCI validated...CHEC is the only self-checkout software on PCI's list of validated payment applications

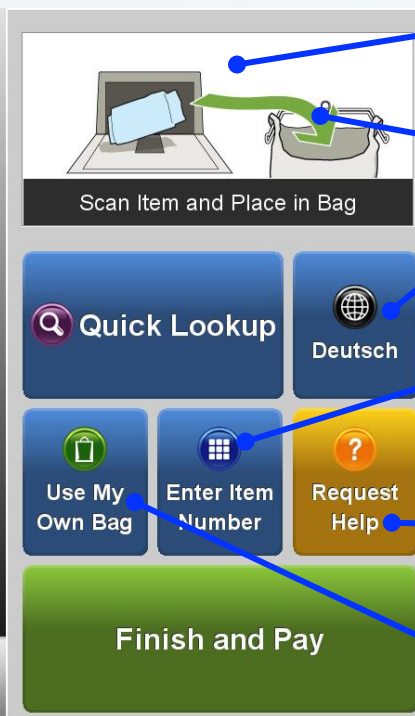
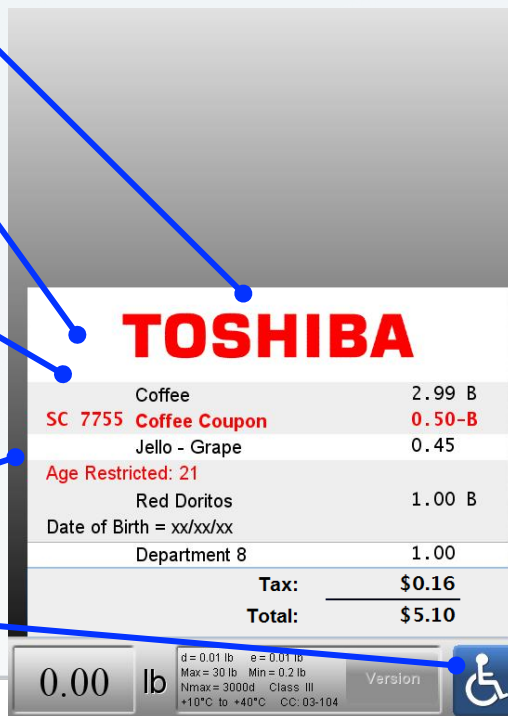
FULLY CUSTOMIZABLE UI WITH
SI GUI TECHNOLOGY –
MANAGE MULTIPLE BANNERS
EASILY

“SWIPE TO SCROLL”
RECEIPT GESTURE CONTROL

MORE READABLE RECEIPT
WITH GRAY-BAR PATTERN AND
SIMPLIFIED LAYOUT

DEFAULT CLEAN COLOR
SCHEME ON TOP OF A GRAY
BACKGROUND COLOR

DISABILITY ACCESS BUTTON
ADJUSTS LAYOUT ON-SCREEN



SIMPLE INSTRUCTIONAL
GRAPHICS

“GREEN ARROWS” MATCH
THE SYSTEM 6 HARDWARE

SUPPORTS MULTIPLE
LANGUAGES – 43 COUNTRIES
AND GROWING

INTUITIVE ICONS FOR MAJOR
BUTTONS; TRANSPARENT FOR
EASIER CUSTOMIZATION

REQUEST HELP; PLUS, NEW
“CANCEL HELP” FEATURE
REDUCES INTERVENTIONS

“USE MY OWN BAG”
FEATURE



Faster credit/debit/gift card flow

- Until EMV forbids it, new option for CHEC to allow pre-swipe
- Swiping the card eliminates need for a button press on the tender screen
- Pinpad will say "waiting for cashier" until Finish & Pay button is pressed
- Requires the latest versions of ACE V7R4 and SI V3R4
- Function will work with Credit, Debit and Gift Card
- Will not work with EBT

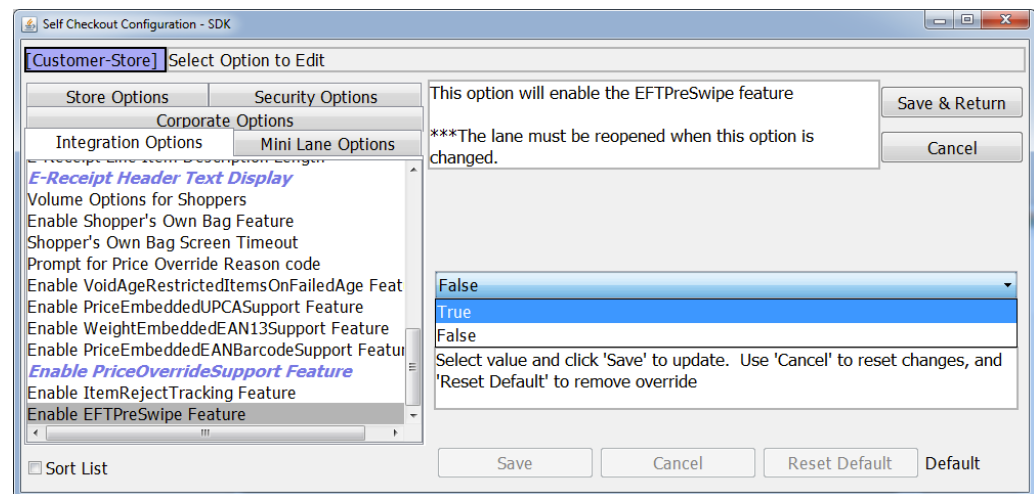




Faster credit/debit/gift card flow

Configurable Options – Integration Option

- Enable EFTPreSwipe Feature





Improved receipt appearance, readability, and usability

- Easier to identify related information
 - For example, item and associated discounts
- Cleaner appearance
- Proportional font for descriptions for improved readability
- Control of header display
- **More intuitive receipt scrolling**
 - Similar to smartphones, tablets, etc.

TOSHIBA

===== Welcome to SUREPOS ACE =====
Your cashier today is 402

Age Restricted: 21

Red Doritos	1.00 B
Date of Birth = xx/xx/xx	
Special Water	1.00 B
Item Link 1	1.00 B
SC 3356 Coupon Link 2	0.25-B
SC 3356 Coupon Link 1	0.25-B
Item Number 1	1.00 B

*** Check Cart ***

0.21 lb @ 1.00 /lb	
WT Gold Banana	0.21 B

Tax: 0,17\$
Total: 3,88\$

0.00 lb

d = 0.01 lb e = 0.01 lb
Max = 30 lb Min = 0.2 lb
Nmax = 3000d Class III
+10°C to +40°C CC: 03-104

Version

0.00 lb

Scan Item and Place in Bag

Quick Lookup

Deutsch

Use My Own Bag

Enter Item Number

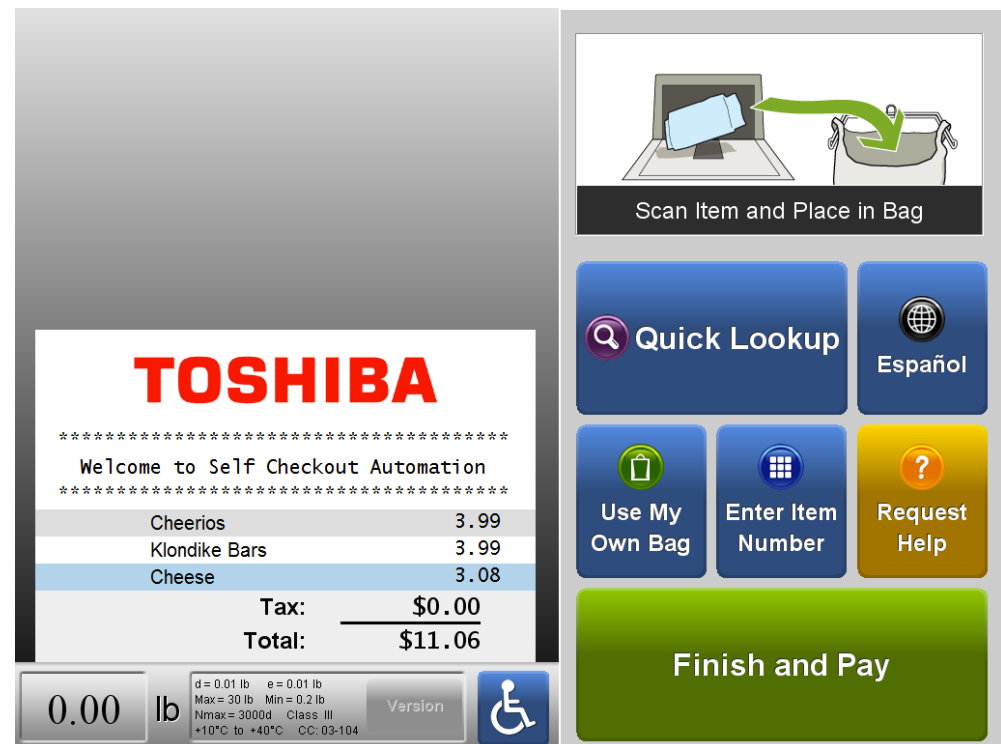
Request Help

Finish and Pay



Improved receipt appearance, readability, and usability

- Previously, all text on e-receipt monospaced
- Now, only item line prefix and price fields will be monospaced if configured
 - Item descriptions, assorted other lines (Check cart, quantity, etc.) use proportional font
 - Monospace font used when option set to true is different than if set to false
- If proportional font enabled, option for character length of item line prefix and item description are used
 - Default of prefix length 8 and item description length 18 (ACE)
 - Can be configured, but must match what comes from POS
 - Not used to configure how long these fields can be, how long they actually are
- E-Receipt header text can now be turned off
 - Separate somewhat from proportional font configuration option
 - If off, header can be turned off, or use monospace font
 - If on, header can be turned off, use monospace font, or proportional font
 - Alternating gray bars on the receipt
 - Configurable option
 - Displays each receipt line with alternating white and gray background

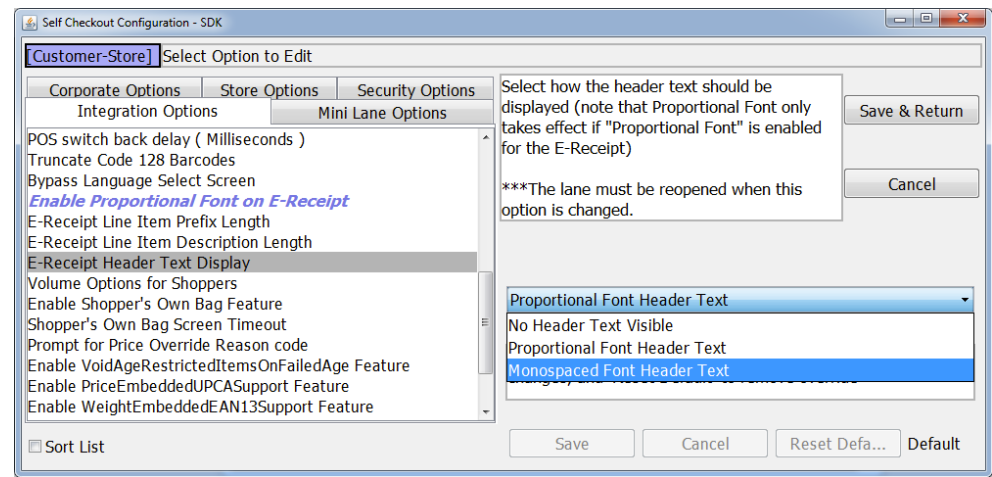
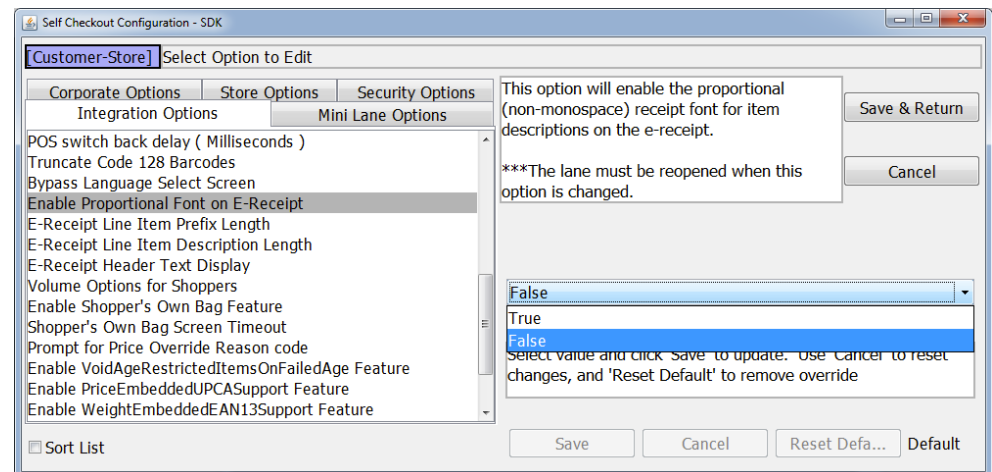




Improved receipt appearance, readability, and usability

Configurable Options – Integration Option

- **Enable Proportional Font on E-Receipt**
 - Default is false
 - Set to True to enable
- **E-Receipt Item Prefix Length**
 - Default for ACE systems is 8
 - Must match data from POS
- **E-Receipt Line Item Description Length**
 - Default for ACE systems is 18
 - Must match data from POS
- **E-Receipt header text configuration**
 - Use proportional font
 - Use monospaced font
 - Do not display header

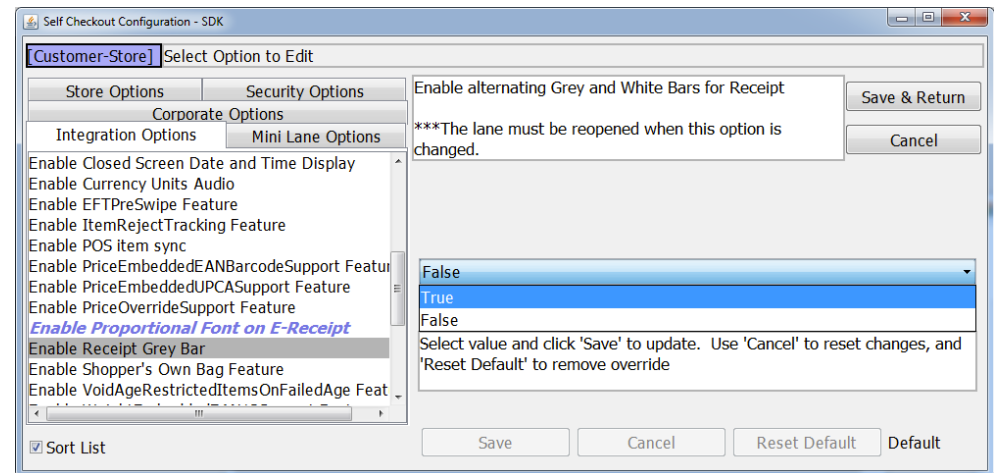




Improved receipt appearance, readability, and usability

Configurable Options – Integration Option

- **Enable Receipt Grey Bar**
 - Default is false
 - Set to True to enable

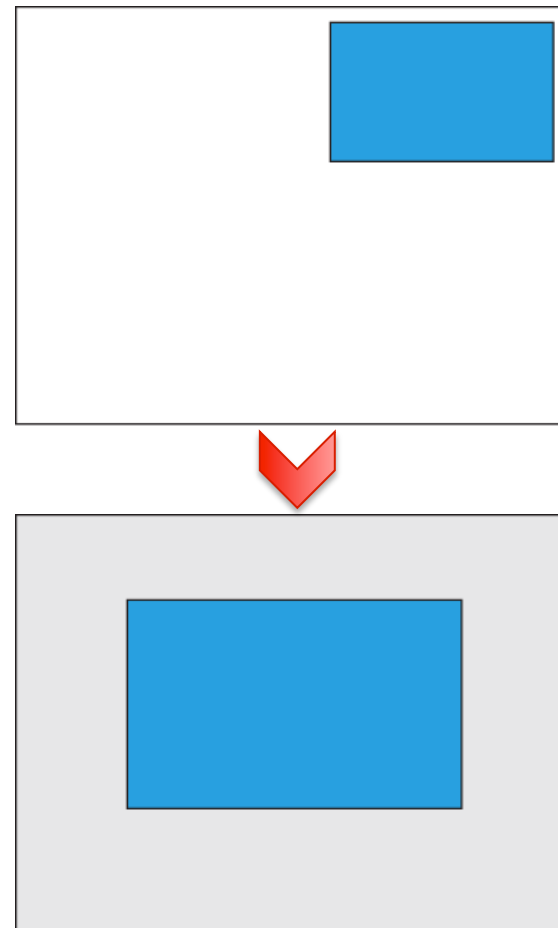




Smarter Messaging With Light-boxes

Simplifying instructions to allow shoppers to prevent interventions

- A better pop-up
- Particular shopper action required
- More signal, less noise
- Consistent element placement
 - Buttons located within ADA reach
- Configurable timing





More Signal, Less Noise – Shoppers Self-Educate and Self-Correct

“Large” Layout

THE MAIN APPLICATION IS MUTED IN THE BACKGROUND. ALL BUTTONS ARE DISABLED.

LIGHT-BOX ATTRACTS SHOPPER'S ATTENTION MORE EFFECTIVELY

SHOPPER INSTRUCTIONS ARE SIMPLE AND HIGHLY VISIBLE

SIMPLE GRAPHICS TO VISUALLY SUGGEST SHOPPER ACTION NEEDED

LAST ITEM SCANNED (IF APPLICABLE)

SHOPPER "HINTS"

REQUEST (OR CANCEL) HELP FROM ANY SCREEN

"SKIP BAGGING" FEATURE IS AVAILABLE FOR SPECIAL ITEMS

Place Item in Bag

Last Item Scanned
potatoes

Skip Bagging

Request Help

Hint: Each item must be bagged after scanning.

0.00 lb

d = 0.01 lb e = 0.01 lb
Max = 30 lb Min = 0.2 lb
Nmax = 3000d Class III
+10°C to +40°C CC: 03-104

Version

Accessibility icon



More Signal, Less Noise – Shoppers Self-Educate and Self-Correct

“Small” Layout

The diagram illustrates a retail display layout. A central light box contains a blue icon of a person with a shopping bag and a small image of a smartphone. To the right of the icon, the text reads: "A cash machine error has occurred." and "Please wait, help is on the way." Below the light box, there is a section with a scale showing "0.00 lb" and technical specifications: "d = 0.01 lb e = 0.01 lb", "Max = 30 lb Min = 0.2 lb", "Nmax = 3000d Class III", and "+10°C to +40°C CC: 03-104". A wheelchair icon is also present. Three callout boxes point to specific elements: "LIGHT-BOX ATTRACTS SHOPPER'S ATTENTION MORE EFFECTIVELY" points to the light box, "SHOPPER INSTRUCTIONS ARE SIMPLE AND HIGHLY VISIBLE" points to the text, and "SIMPLE GRAPHICS TO VISUALLY SUGGEST SHOPPER ACTION NEEDED" points to the person icon.

LIGHT-BOX ATTRACTS SHOPPER'S ATTENTION MORE EFFECTIVELY

SHOPPER INSTRUCTIONS ARE SIMPLE AND HIGHLY VISIBLE

SIMPLE GRAPHICS TO VISUALLY SUGGEST SHOPPER ACTION NEEDED



- Option that will allow customers to remove bags after scanning an item and before its weight has been verified
 - Customer scans item and then moves a bag of items to their cart, and then places the item in the bag they moved to their Cart
 - Customer scans item and then moves a bag of items to their cart, and then places the scanned item in a new bag. (Late Item Validation)
- Retailer may choose how many times this is allowed before it is considered a problem.
- Requires "Early Bag Removal" and "Late Item Validation" be enabled.
- Security Transaction History report shows occurrences

Transaction History	
Diew Mt Dew	0.35
Diew Mt Dew	0.35
Diew Mt Dew	0.35
Can Pepsi max	0.30
Items removed from bagging area during purchase	
Kroger Carrots	0.25
Item placed in bagging area after validation	

Purchased Items

Number of items

5

Order Total

\$1.60

Legend

Info

Alert

Inactive Info

Inactive Alert

Valided

OK



Early bag removal forgiveness

Configurable Options – Security Options

- Early Bag Removal Forgiveness Threshold

Self Checkout Configuration - Store

Store-Store Select Option to Edit

Store Options	Mini Lane Options
Wrong Item Corrected Security Count	
Extra Item Detected Security Count	
Extra Item Removed Security Count	
Bag Removed Security Count	
Bag Replaced Security Count	
Early Bag Removal Security Count	
Early Bag Removal Forgiveness Threshold	
Scale Not Zero Security Count	
Scale Negative Security Count	
In Transaction Security Threshold	
End Transaction Security Threshold	
New Items NIB audio repeat count	
1st Not In Bag Audio Timer for New Items	
2nd Not In Bag Audio Timer for New Items	
Additional validation time for New Items	
Light Items NIB audio repeat count	
1st Light Items Not In Bag Audio Timer	
2nd Light Items Not In Bag Audio Timer	
Additional Validation Time for Light Items	
'Normal' Items NIB audio repeat count	
1st 'Normal' Items Not In Bag Audio Timer	
2nd 'Normal' Items Not In Bag Audio Timer	

Number of times to ignore early bag removal

***The lane must be reopened when this option is changed.

Save & Return

Cancel

Min: 0

Max: 999

Edit value and click 'Save' to update. Use 'Cancel' to reset changes, and 'Reset Default' to remove override

5

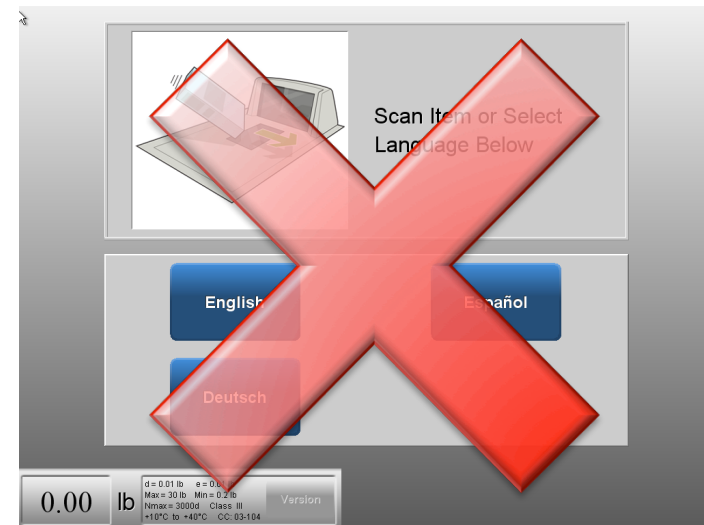
Sort List

Save Cancel Reset Default Default



Language Selection

- Allows the shopper to select and change the lane language
- Removes the Language Selection screen
- One language installed: no change

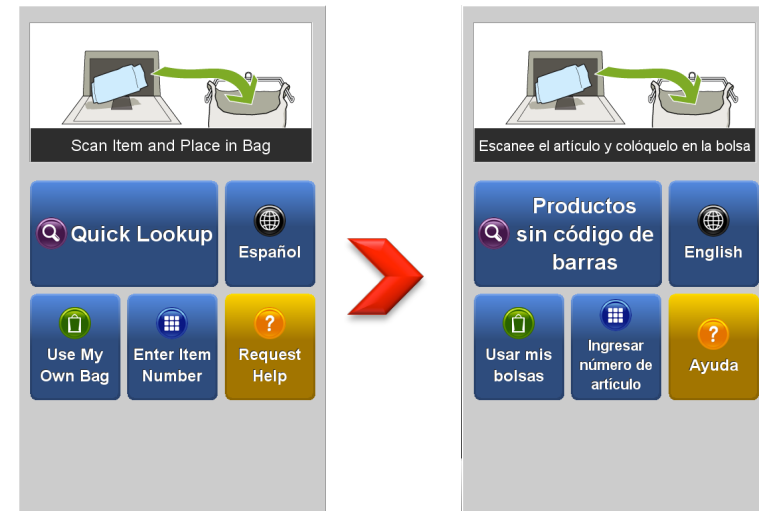




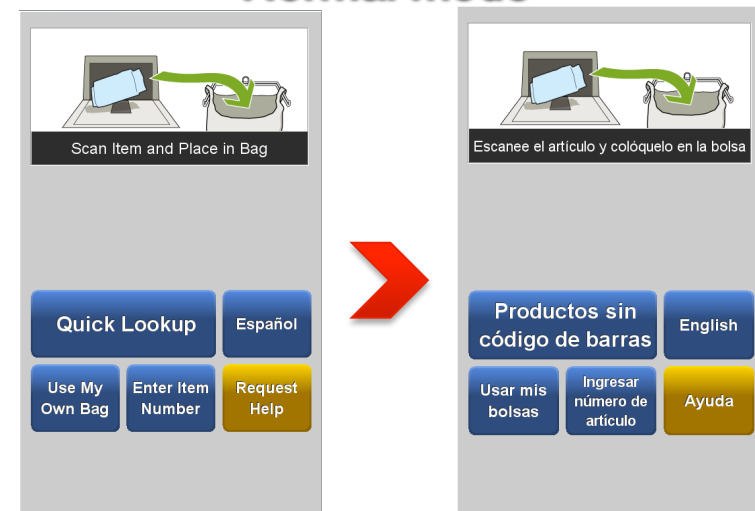
Language Selection

Two Languages

- **Two languages installed:**
Toggle button next to Quick Lookup
 - Shows name of the second language
 - Switches the lane language when touched
 - Language remains in effect until changed again or until the end of the transaction



Normal mode



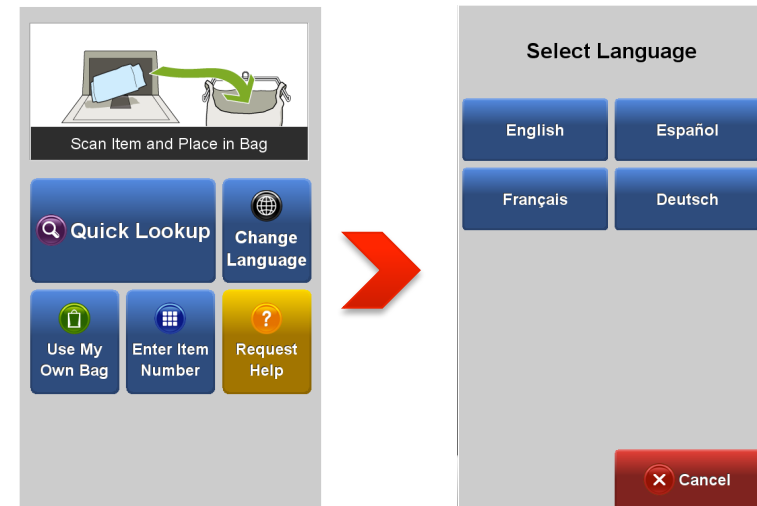
Accessible mode



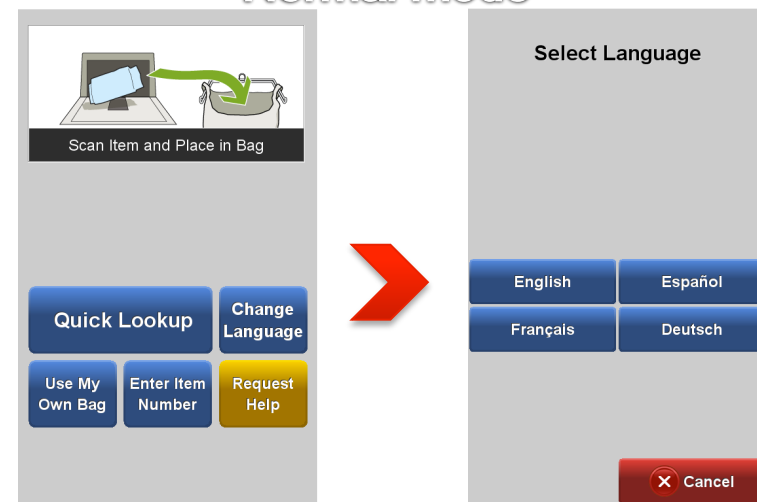
Language Selection

Three or More Languages

- **Three or more languages installed:**
 - Button shows “Change Language”
 - When touched, displays a list of available languages installed at the lane
 - Shopper can select any language from the list
 - Language remains in effect until changed again or until the end of the transaction



Normal mode



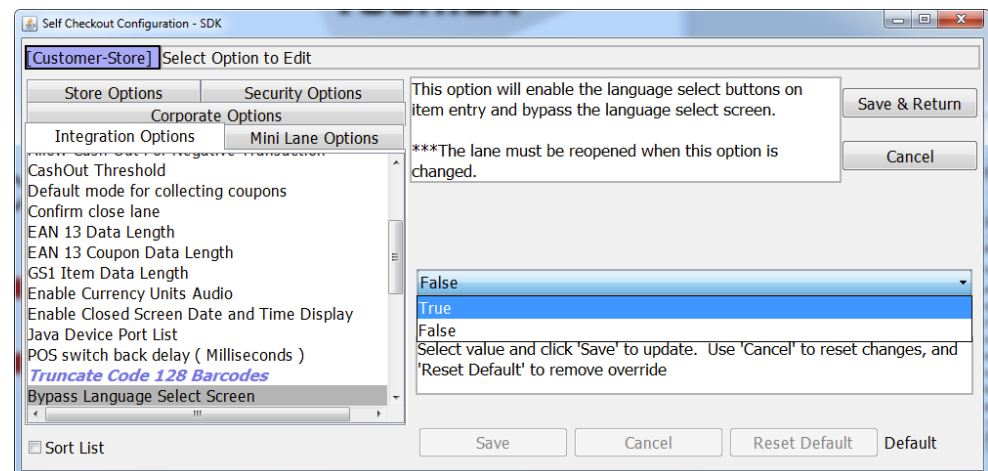
Accessible mode



Language Selection

Configurable Options – Integration Options

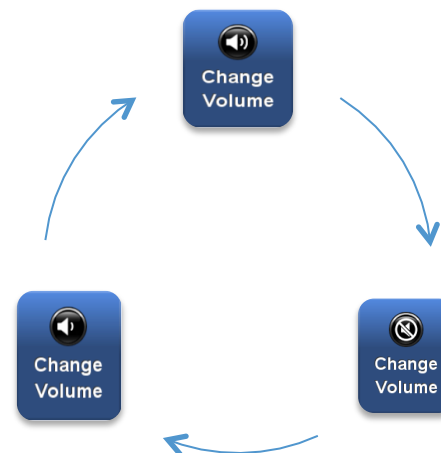
- Bypass Language Selection Screen
- Default is False
- Ignored if no additional language packs are installed or if no other languages are enabled at the lane





Change Volume/Mute

- New button available to the left of the Finish and Pay/Skip Bagging button
- Three toggle options:
 - Mute Button Only – mute and unmute toggle button present
 - Increase Volume Button Only – raise and lower volume toggle button present
 - Increase Volume and Mute Buttons – all volume buttons present
- Icon shows current status of audio. Text shows what happens when the button is touched

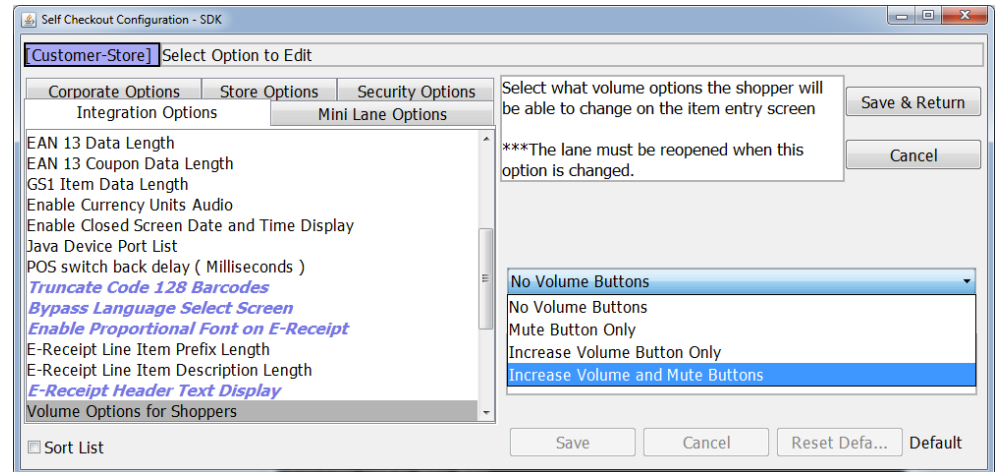




Change Volume/Mute

Configurable Options – Integration Options

- Volume Option for Shoppers
- Default is No Volume Buttons
- Volume amount raised not currently configurable
- Resets after every transaction
- Does not appear in SA mode or cashier speed mode
- Will not appear on shopper screen if SA muted volume

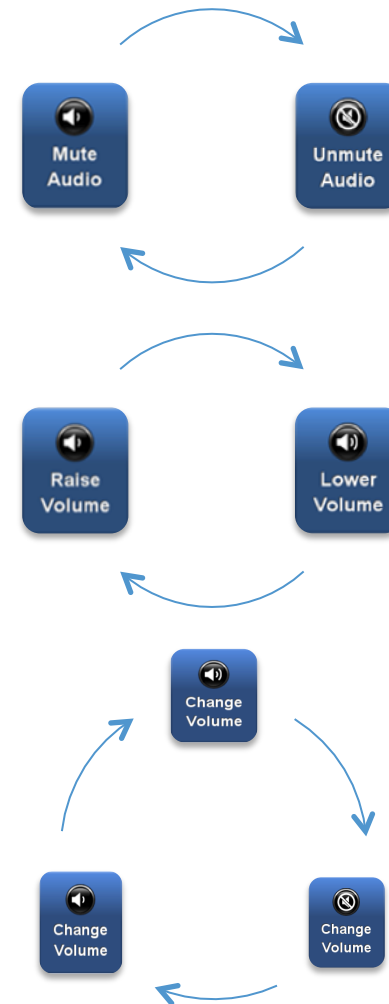




Change Volume/Mute

Configurable Options – Integration Options

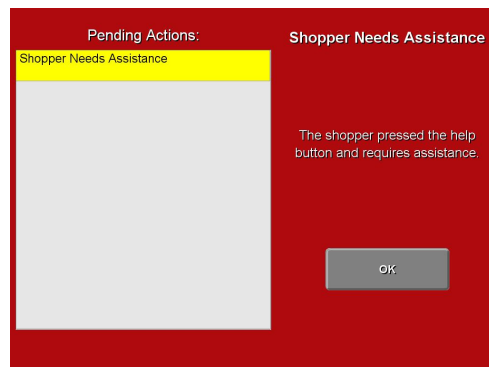
- Mute Volume Only
- Increase Volume Button Only
- Increase Volume and Mute Buttons



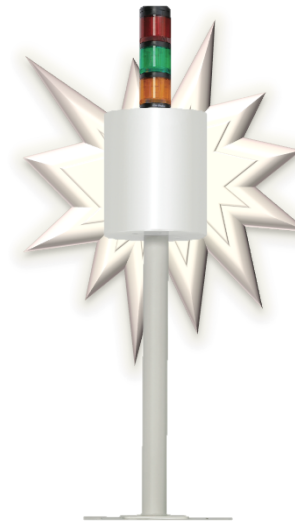


Request Help Toggle Button

- When a shopper touches the “Request Help” button, a pending action is created and the lane light starts to flash on and off to notify the attendant.
- If the shopper assistant scans their card, the following pending action is shown:



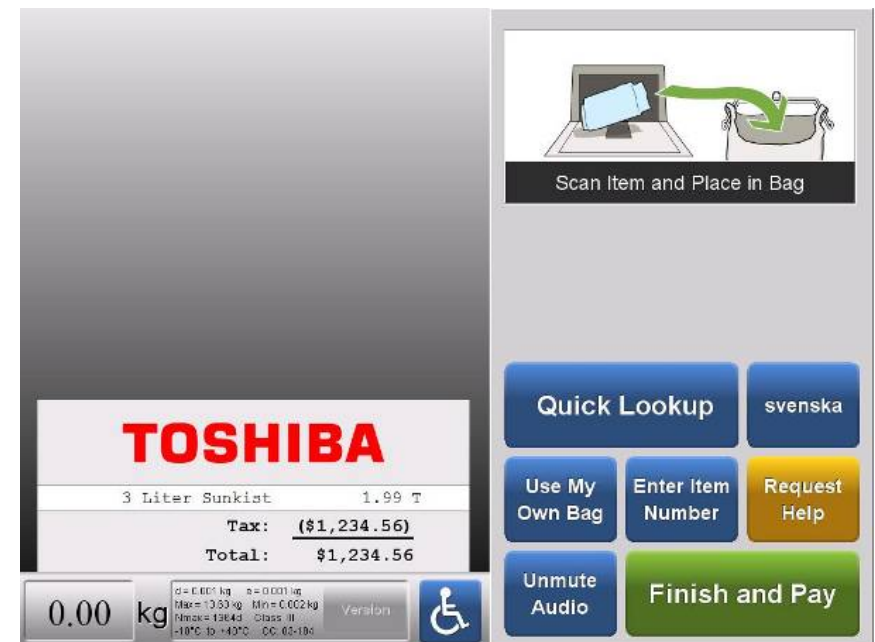
- If the shopper decides that he or she no longer need assistance, they can touch the button again to cancel the pending action and turn the lane light flashing off.





Revised accessibility mode

Reduced button heights to accommodate additional buttons while maintaining the same layout





Alternate flow for “Use my own bag”

Select Use My Own Bags before
scanning any items



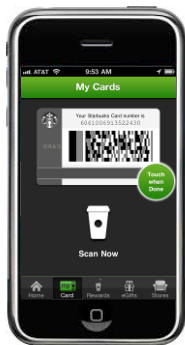
Instructions for shoppers who
skipped Step 1





Next-Gen Scanning – Enabling Image-Based Scanning at Self Checkout

- CHEC 6.7 is tested with next-gen image-based scanners from Datalogic, Honeywell, and Motorola
- Imaging enables new possibilities:
 - Scan loyalty card from consumer's phone
 - Scan driver's license for faster age check
 - Scan QR codes and other 2D symbologies



Example: Honeywell Stratos 2700 w/ Toshiba System 6



Imaging Scanners Supported by CHEC 6.7

- Datalogic 9800i Scanner/Scale
 - 4690 support RS232 in English and Metric
 - Windows Supports RS232/USB in English and Metric
- Motorola MP6200 Scanner/Scale
 - 4690 support RS232 in English and Metric
 - Windows Supports RS232/USB in English and Metric
- Motorola MP6000 Scanner
 - Windows Supports USB ONLY
- Honeywell 2700 Scanner/Scale
 - 4690 support RS232 in English and Metric
 - Windows Supports RS232/USB in English and Metric
- Honeywell 2700 Scanner ONLY
 - 4690 support RS232 in English and Metric
 - Windows Supports RS232/USB in English and Metric



Faster handling of non-inventory item sale

Configurable Option – Item Identity Data and Item Identity List

- Allows retailers and integrators to define a range(s) of barcoded items with a NoItemSecurity special handling attribute
- When any item within the range(s) is scanned at the lane, the lane will re-enable the scanner and return to the “ready for item” state without prompting the shopper to place the item in the bagging area or belt.
- Use this special handling attribute for items like gift cards, parking vouchers, lottery tickets, mobile recharges, etc.

Self Checkout Configuration - Store

Item Identity Data-Store | Select Identify Entry to edit or click "Add" to add a new entry.

Default Normal Item	No Security Items	Return
Default Shopper Assistant		Add
Hold Coupon		Delete
Coupon In Box Optional		
Default Frequent Shopper		
Coupon In Box		
Default Coupon		
Shopper Assistant Not Allowed		
Item Cannot Be Processed at lane		
Shopper Assistant Required Item		
No Security Items		
Coupon Cannot Be Processed at lane		

ItemProcessingType: NormalItem

SpecialHandlingInstruction: NoItemSecurity

Description: No Item Security Handling

AssistantRequired: False

ExclusiveMode: False

Enter values or select child element to modify. Use *** Add *** to add a new entry.

Save Cancel LOCAL

Self Checkout Configuration - Store

Item Identity Data-Store | Select Identify Entry to edit or click "Add" to add a new entry.

Default Normal Item	No Security Items	Return
Default Shopper Assistant		Add
Hold Coupon		Delete
Coupon In Box Optional		
Default Frequent Shopper		
Coupon In Box		
Default Coupon		
Shopper Assistant Not Allowed		
Item Cannot Be Processed at lane		
Shopper Assistant Required Item		
No Security Items		
Coupon Cannot Be Processed at lane		

ItemProcessingType: NormalItem

SpecialHandlingInstruction: NoItemSecurity

Description: No Item Security Handling

AssistantRequired: False

ExclusiveMode: False

Enter values or select child element to modify. Use *** Add *** to add a new entry.

Save Cancel LOCAL



Personalized Experience

**TOGETHER
COMMERCE**



Customized Item Security for Loyal Customers

- Allows Retailers to personalize item security levels for customer who scan a loyalty card in the transaction
- Options override the following defaults:
 - In-Transaction and End-Transaction Thresholds
 - Configuring of prompting and timeouts
- Optionally allows the retail to send a CustomerEvent message through POSBC that assigns a level of trust for each customer
- The retailer or integrator can define a list of trust values, and increase or decrease different security threshold for each trust level

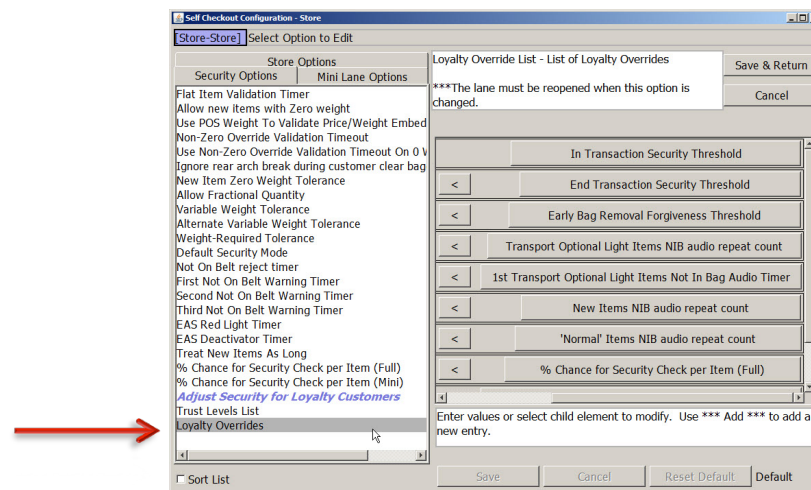
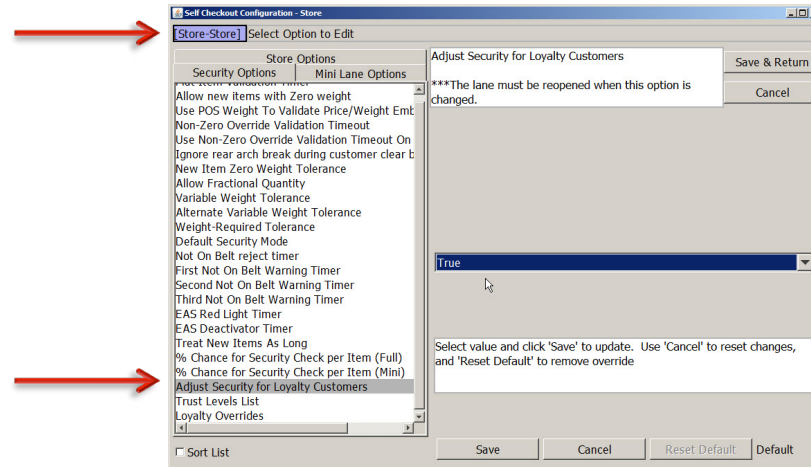




Customized Item Security for Loyalty Customers

Configurable Option – Security Options

- Enable by setting “Adjust Security for Loyalty Customers” to true (default is false).
- Then set the “Loyalty Overrides” values for each of the counts, timers and thresholds you wish to override. The values are store in the lane’s configuration parameter “SecurityOptionEnumList”
- Each Setting has a default value, which can be overridden by the retailer or integrator.





Customized Item Security for Loyalty Customers

Configurable Option – SecurityOptionEnumList

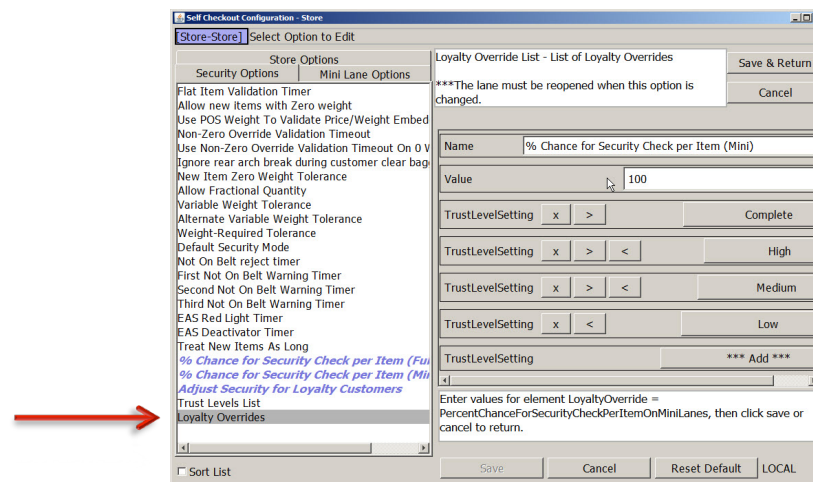
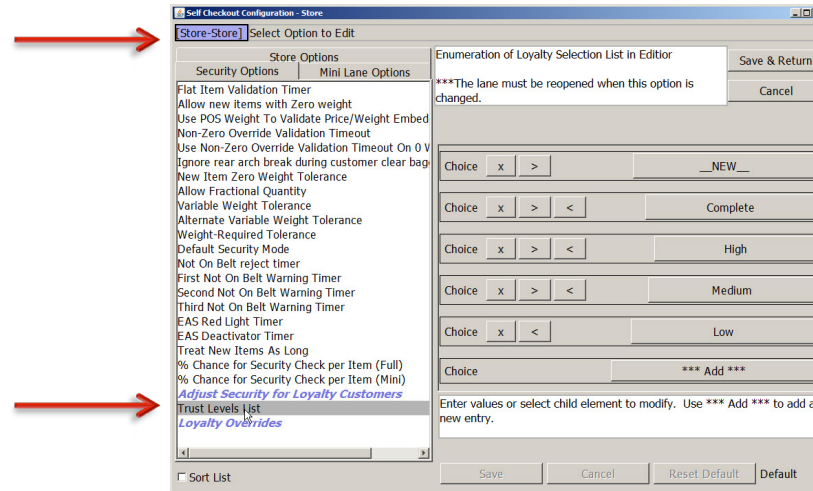
- Extra Item Removal Timeout
- Allow Bag Removal
- Invalid Weight Security Count
- Item Security Not Checked Security Count
- POS item aborted Security Count
- Wrong Item Detected Security Count
- Wrong Item Corrected Security Count
- Extra Item Detected Security Count
- Extra Item Removed Security Count
- Bag Removed Security Count
- Bag Replaced Security Count
- Bag Removal Security Count
- Scale Not Zero Security Count
- Scale Negative Security Count
- In Transaction Security Threshold
- End Transaction Security Threshold
- New Items NIB audio repeat count
- 1st Not In Bag Audio Timer for New Items
- 2nd Not In Bag Audio Timer for New Items
- Additional validation time for New Items
- Light Items NIB audio repeat count
- 1st Light Items Not In Bag Audio Timer
- 2nd Light Items Not In Bag Audio Timer
- Additional Validation Time for Light Items
- 'Normal' Items NIB audio repeat count
- 1st 'Normal' Items Not In Bag Audio Timer
- 2nd 'Normal' Items Not In Bag Audio Timer
- Additional Validation Time for 'Normal' Items
- Transport Optional Light Items NIB audio repeat count
- 1st Transport Optional Light Items Not In Bag Audio Timer
- 2nd Transport Optional Light Items Not In Bag Audio Timer
- Additional Validation Time for Transport Optional Light Items
- Maximum Weight for Light Items
- Wrong Item Correction Timeout
- Early Bag Removal Correction Timeout
- Lane Light Delay for Remove all Items Display
- Early Bag Removal Forgiveness Threshold
- Item Security After Finish and Pay
- Skip Bagging Security Count
- Full Lane - Not On Belt reject timer
- Full Lane - First Not Belt Warning Timer
- Full Lane - Second Not Belt Warning Timer
- Full Lane - Third Not Belt Warning Timer



Customized Item Security for Loyalty Customers

Configurable Option – Loyalty Overrides & Trust Level List (Security Options)

- If the POS or CRM system has the capability to assign a level of trust to a loyalty shopper, the trust value can be passed to the lane and used to adjust any of the loyalty override values.
- CHEC has a list of preconfigured values defined as "Complete", "High", "Medium", and "Low".
- Then for each one of the loyalty overrides, trust levels can be assigned. Change only the overrides needed.
- The values can be higher or lower than the defaults.
- There is no validation on any of the values entered so the integrator must ensure that they are entered properly (e.g. boolean values as true or false, timers as integert, etc.)





Customized Item Security for Loyalty Customers

Configurable Option – Trust Level List (Security Options)

- In order to use this feature, the POS or CRM system would send a "CustomerInfo" event to the lane after the lane sends the "AddCustomerRequest"
- The trust-level overrides will be active on the next item scanned
- Any end-of-transaction threshold or in-transaction count are reset to their new value

```
<CustomerInfo>  
<RequestID>1111</RequestID>  
<CustomerInfo>  
<CustomerID>93456789418</CustomerID>  
<Name/>  
<LoyaltyMessage>"WELCOME TO OUR STORE Valued  
Customer " </LoyaltyMessage>
```

<ParameterExtension>

<KeyValuePair>

<Key>TrustLevel</Key>

<Value>High</Value>

</KeyValuePair>

</ParameterExtension>

```
</CustomerInfo>  
<ItemLookupID>93456789418</ItemLookupID>  
</CustomerInfo>
```

The ParameterExtension is parsed by PosInterfaceThread state engine to customize the CustomerInfo to look like the following

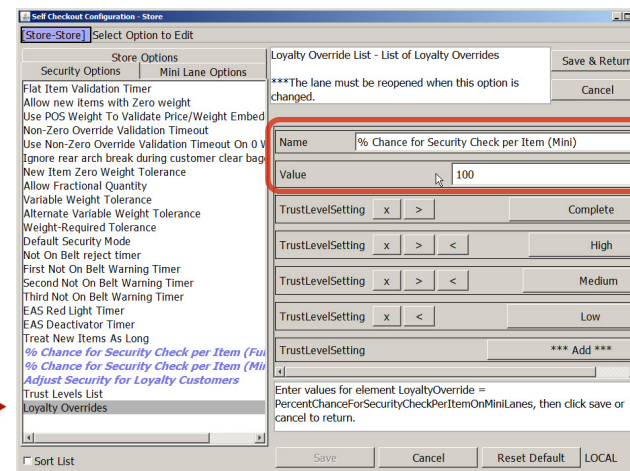
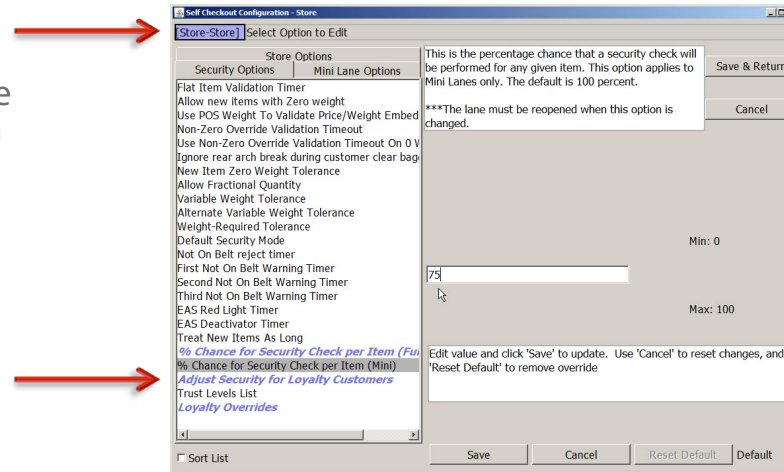
```
</CustomerInfo>  
<ItemLookupID>93456789418</ItemLookupID>  
<TrustLevel>High</TrustLevel>  
</CustomerInfo>
```



Randomized Item Security

Configurable Option – % Chance for Security Check per Item (Security Options)

- Starting with CHEC 6.7, retailer can configure their lanes to only process item security on a percentage of processed items
- Depending on the environment can speed up customer transactions and cut down on cashier interventions.
- There is no indication to the shopper when security is being validated or not.
- A configurable option is defined for each lane type that specifies the chance for any item to be validated
 - % Chance for Security Check per Item (mini)
 - % Chance for Security Check per Item (full)
- A random number is generated for each item scanned and compared to the configured values. If the random number is lower, then security is checked.
- This option can be used together with the Trust Level configurations
- A value of 100 means 100% security. A value of 0 means no security





Randomized Item Security

Configurable Option – % Chance for Security Check per Item
(Security Options)

- The Transaction History report shows which items were skipped for security validation.
- Depending on the environment can speed up customer transactions and cut down on cashier interventions.
- There is no indication to the shopper when security is being validated or not.

Transaction History	
Item security check skipped on following item	
Bottled Water	0.25
Wrong item placed in bagging area:	
Scale base: -4.35 lb, Item weight: 1.97 lb	
Item not placed in bagging area	
Bottled Water	0.25
Item security check skipped on following item	
Bottled Water	0.25
Diaw Mt Dew	0.35
Item security check skipped on following item	
Can Pepsi max	1.67
Wrong item placed in bagging area:	
Scale base: 2.79 lb, Item weight: 1.57 lb	
Kroger Carrots	0.25
Item security check skipped on following item	
Kraft Mac & Cheese	1.22

Purchased Items	
Number of items	9
Order Total	\$9.11

Legend	
Info	
Alert	
Inactive Info	
Inactive Alert	
Voided	

OK



Customized Lane Preferences for Loyalty Customers

- The CHEC GUI has been extended to allow setting up the lane language and accessibility preference for loyalty customer. The retailer would provide loyal shoppers a way to register these preferences.
- In order to use this feature, the POS or CRM system would send a “CustomerInfo” event to the lane after the lane sends the “AddCustomerRequest”
- The “Language” and “AccessibilityMode” overrides will be active on the next item scanned
- Any end-of-transaction the settings are reset to their new value

```
<CustomerInfo>
<RequestID>1111</RequestID>
<CustomerInfo>
<CustomerID>93456789418</CustomerID>
<Name/>
<LoyaltyMessage>"WELCOME TO OUR STORE Valued Customer " </
LoyaltyMessage>
```

<ParameterExtension>

<KeyValuePair>

```
<Key>TrustLevel</Key>
<Value>High</Value>
```

</KeyValuePair>

<KeyValuePair>

```
<Key>Language</Key>
<Value>es_ES</Value>
```

</KeyValuePair> <KeyValuePair>

```
<Key>AccessibilityMode</Key>
<Value>True</Value>
```

</KeyValuePair>

</ParameterExtension>

```
</CustomerInfo>
<ItemLookupID>93456789418</ItemLookupID>
</CustomerInfo>
```

The ParameterExtension is parsed by PosInterfaceThread state engine to customize the CustomerInfo to look like the following

```
</CustomerInfo>
<ItemLookupID>93456789418</ItemLookupID>
<TrustLevel>High</TrustLevel>
</CustomerInfo>
```



Digital Receipt for Loyal Customers

- CHEC supports Toshiba ACE's digital receipt function for loyal customers
- No configuration on the CHEC side needed
- Shoppers can specify their preferences for:
 - Digital receipt only
 - Printed receipt only
 - Both
 - None
- Preference are stored in the ACE customer data file
- Requires the latest versions of ACE V7R4 and Store Integrator V3R4
- Requires a custom integration with a mail service





Systems Management

RMA V3 and IBM
Systems Director 6

**TOGETHER
COMMERCE**



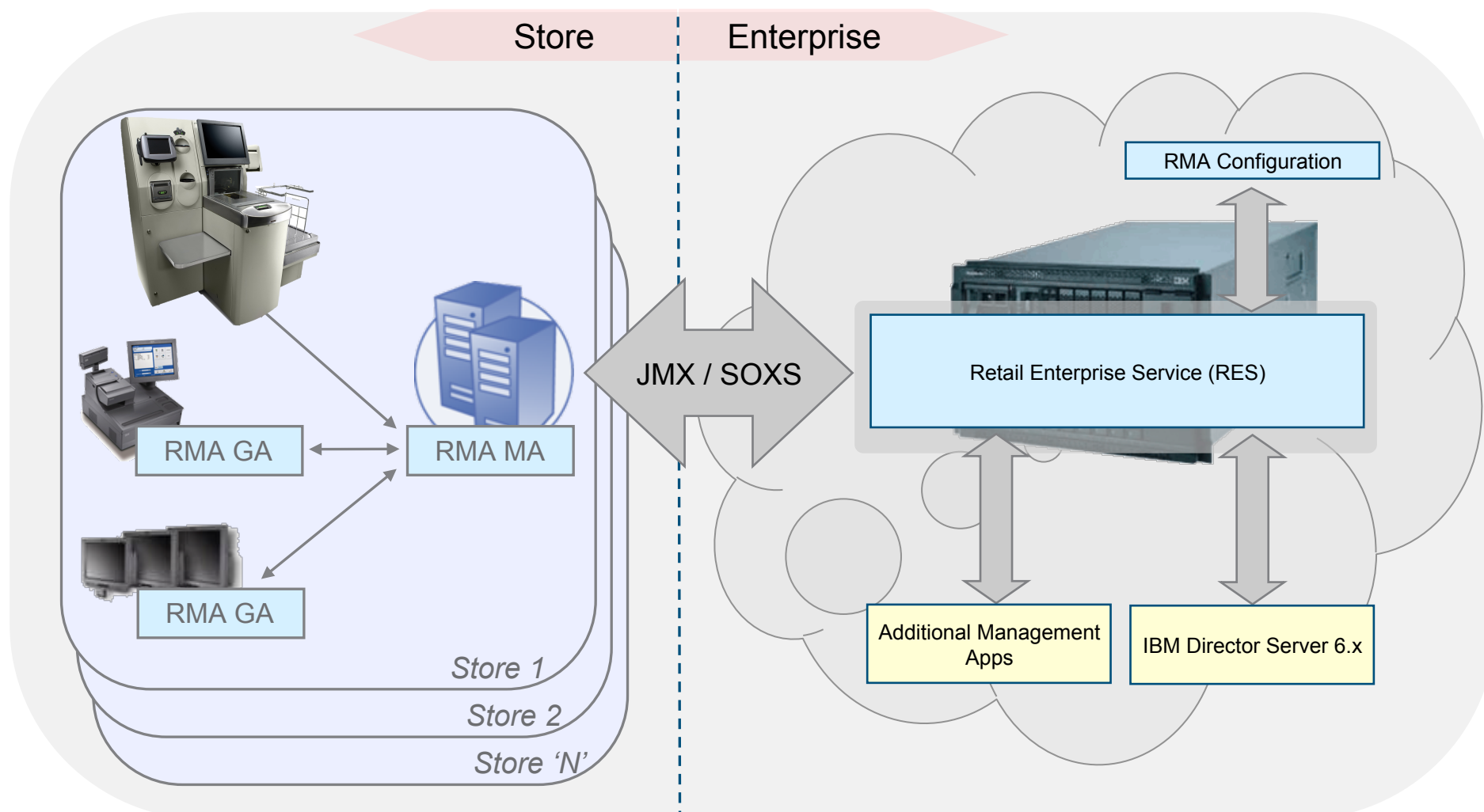
Systems Management

Summary

- CHEC 6.7 been redesigned to provide a better system management experience with more functionality, simplified processes and better presentation
- This version supports RMA V3R1.2 and IBM Systems Director V6.3.3.1
- IBM Systems Director 6 offers a web-based console, which provides remote access anywhere in the enterprise and support all major versions of browser
- A new real-time health status dashboard offers a high level status of all your systems and allows you to drill down to any system that has an issue
- Software distribution has been enhanced and now offers automatic compliance monitoring, to ensure all your systems are at the same levels
- Remote method execution with a new and improved JMX user interface
- A new set of “Top 25 Issues” reports have been added to the BOSS reports application



Systems Director 6.3: Architecture



Manage POS, peripherals, servers, SNMP-capable devices – all from a single console



Systems Director 6.3: Architecture

Benefits

Web-based UI

Improved scalability:

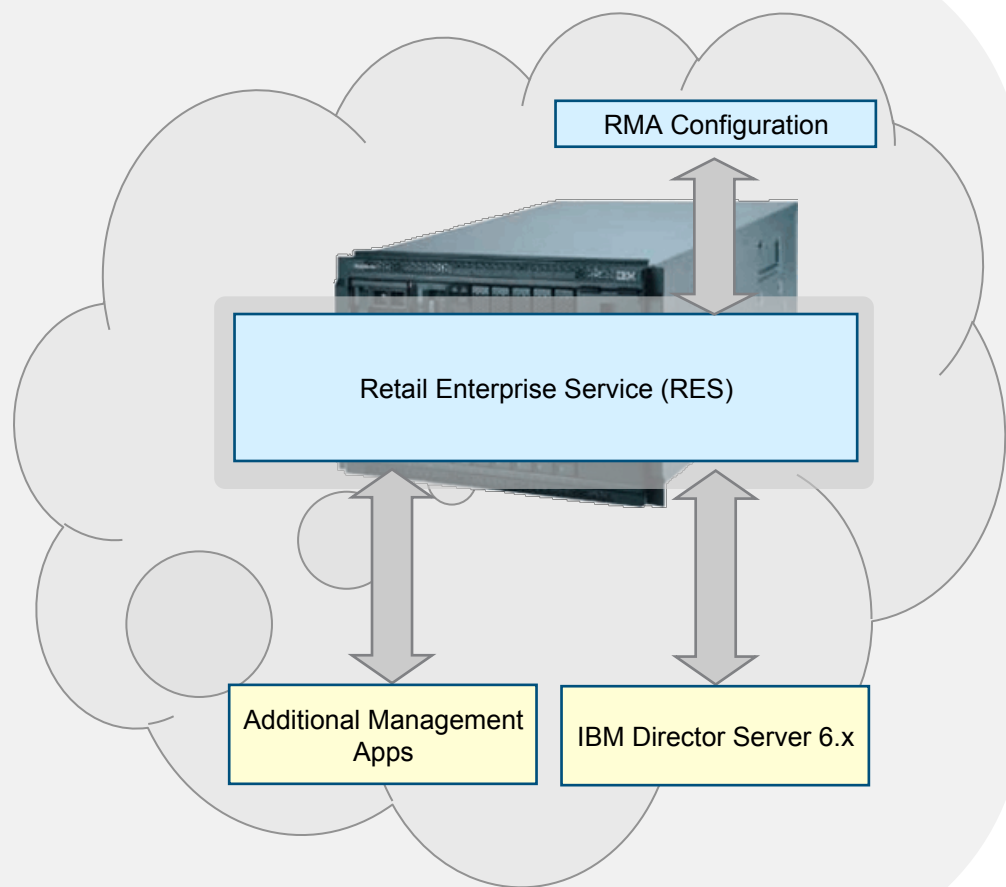
- New integration layer (RES) allows separation of retail code from Director code
 - 64-bit memory address space
 - Hierarchical management servers
- Improved communication technology between RES and RMA in-store master agents

Potential upward integration:

- Director to IBM Tivoli
- RES (or RMA MA) to additional management apps

Support for latest x-series, blade centers, and operating systems

Synergy with IBM initiatives to enable mobile-based console for Director



Manage POS, peripherals, servers, SNMP-capable devices – all from a single console



New Component - Retail Enterprise Service (RES)

- The RMA Architecture has been improved with the addition of a “Retail Enterprise Service (RES)”
- RES is an extension layer at the enterprise to communicate with the RMA Agents
 - Runs on the same system as the Director Server
 - Offloads processing from the Director JVM for improved performance
 - Should be seamless in use to the end customer
 - Maintains all of the agent connections
 - Used for RMA Tasks external to Director
 - Store Definitions / Discovery
 - Software Distribution Package Creation



Director 6.3.3 – Hardware Requirements

- **Director Server requires a dedicated server-class computer with :**
 - At least 2 processors
 - 4GB+ of memory
 - 32 bit system for small deployments (100 or fewer stores, 500 total retail endpoints),
 - 64 bit system is recommended
 - The Retail-Director solution only supports IBM x86-based servers
- **Tools available for Sizing :**
 - *IBM Systems Director Performance and Tuning Guide* - For large deployments
 - The Systems Workload Estimator – to produce hardware recommendations for the server (the number of Operating Systems should be zero (0) when considering the number of retail endpoints. Retail extensions do not expose separate endpoints for the operating system)
 - IBM Systems Director Pre-Installation Utility - Performs prerequisite checks to ensure that your environment satisfies the requirements for installing IBM Systems Director



Director 6.3 – Software Requirements

- RMA V3.1 supports IBM Systems Director 6.3.2.
- RMA V3.1.2 currently supports IBM Systems Director 6.3.3.
- Operating Systems:
 - Microsoft Windows 2008 Server with Service Pack (SP) 2 (64 bit or 32 bit)
 - Red Hat Enterprise Linux 6.4 (64 bit) – Requires RMA V3.1.2
- Databases:
 - Managed IBM DB2 (Comes with IBM Systems Director for use by IBM Systems Director Only. Can not be used if a full IBM DB2 database is installed on the system)
 - IBM DB2
 - Microsoft SQL Server
 - Oracle
- A Java 6 or later Runtime Environment (JRE) from either Oracle or IBM must be installed on the system running the IBM Systems Director console in order to run RES Store Manager, RES Config UI, or RES Software Package Manager through Java Webstart
- The most up-to-date information about IBM Systems Director can be obtained in the IBM Systems Director Infocenter located at:
<http://www-03.ibm.com/systems/software/director/index.html>



RMA V3R1 – Operating Systems Supported

- **Supported platforms for MA/GA:**
 - Microsoft Windows 2003 Server with Service Pack (SP) 2
 - Microsoft Windows 2008 Server with Service Pack (SP) 2 (32/64 bit)
 - Microsoft Windows 7 Professional (32 bit)
 - Microsoft Windows 7 Ultimate (64 bit)
 - Microsoft Windows Embedded POSReady 7
 - Microsoft Windows Embedded POSReady 2009
 - Microsoft Windows XP Professional with Service Pack (SP) 3
 - 4690 OS V6R4
- **Can still communicate with older platforms**
 - 4690 OS V6R2 /V6R3 with RMA V2R6
 - Windows Embedded Point of Service (WePOS) Preload V1.1
 - SUSE Linux 11 with RMA V2R6



Director Console

'Tasks' are accessed via the left side of the browser

IBM Systems Director - Mozilla Firefox

File Edit View History Bookmarks Tools Help

IBM Systems Director

127.0.0.1 https://127.0.0.1:8422/ibm/console/secure/securelogin.do?XSS=k7vzSkEFQtsP-pvfav4YX0z

IBM Systems Director

IBM Systems Director

Welcome Administrator Problems 0 8 Compliance 0 0 Help Logout IBM.

View: All tasks

- Home
- Find a Task
- Find a Resource
- Resource Explorer
- Welcome
- My Startup Pages
- Remote Access
- Automation
- Inventory
- Release Management
- Security
- System Configuration
- System Status and Health
- Task Management
- Settings

Resource Explorer

Groups (View Members)

Create Group Actions Search the table... Search

Select	Name	Type	Description
☐	All Network Systems (0)	Dynamic: System	Contains All Network Systems
☐	All Operating Systems (2)	Dynamic: Operating Sys...	Contains all operating systems that can be m...
☐	All Retail Client Systems (10)	Dynamic: Any	All Retail Client Systems
☐	All Storage Systems (0)	Dynamic: Storage Subsy...	Contains all storage systems
☐	All Systems (16)	Dynamic: System	Contains all systems that can be managed inc...
☐	Groups by Access (3)	Static: Group	Contains groups based on their access state:
☐	Groups by Agent (3)	Static: Group	Contains groups based on the agent types run...
☐	Groups by Status (2)	Static: Group	Contains groups based on their status: critical
☐	Groups by System Type (8)	Static: Group	Contains groups based on system types
☐	Other Groups (1)	Static: Group	Contains additional groups that can isolate dif
☐	Personal Groups (1)	Static: Group	Contains groups optimized for each individual
☐	Retail Groups (9)	Static: Group	Groups for Retail Devices
☐	Service and Support Groups (3)	Static: Group	Contains groups for Service and Support Mana
☐	Update Groups (13)	Static: Group	Contains groups for managing updates

Page 1 of 1 1 Selected: 0 Total: 14 Filtered: 14



Retail Groups

- Groups are found by viewing the “Resource Explorer” task.
- A set of “Retail Groups” have been defined similar to RMA V2R6

The screenshot shows the IBM Systems Director interface. In the left sidebar, the 'Resource Explorer' link is circled. The main window displays the 'Resource Explorer' task, showing a list of groups. The 'Retail Groups' link is circled in the list. A detailed view of the 'Retail Groups' table is shown on the right.

Select	Name	Type	Description
☐	All Network Systems (0)	Dynamic: System	Contains All Network Systems
☐	All Operating Systems (2)	Dynamic: Operating Sys...	Contains all operating systems th...
☐	All Retail Client Systems (10)	Dynamic: Any	All Retail Client Systems
☐	All Storage Systems (0)	Dynamic: Storage Subsy...	Contains all storage systems
☐	All Systems (16)	Dynamic: System	Contains all systems that can be
☐	Groups by Access (3)	Static: Group	Contains groups based on their a...
☐	Groups by Agent (3)	Static: Group	Contains groups based on the ag...
☐	Groups by Status (2)	Static: Group	Contains groups based on their st...
☐	Groups by System Type (8)	Static: Group	Contains groups based on system
☐	Other Groups (1)	Static: Group	Contains additional groups that c...
☐	Personal Groups (1)	Static: Group	Contains groups optimized for ea...
☐	Retail Groups (9)	Static: Group	Groups for Retail Devices
☐	Service and support Groups (3)	Static: Group	Contains groups for Service and S...
☐	Update Groups (13)	Static: Group	Contains groups for managing up...

Select	Name	Type	Description
☐	4690 Controllers (3)	Static: Group	4690 Controllers
☐	4690 Terminals (3)	Static: Group	4690 Terminals
☐	All RES Systems (1)	Dynamic: System	Group of all RES Systems
☐	All Retail Client Systems (4)	Dynamic: System	All Retail Client Systems
☐	All Retail Stores (1)	Dynamic: System	Group of all the Retail Stores
☐	Retail Systems with Linux (0)	Dynamic: System	Retail Systems with Linux
☐	Retail Systems with Windows ...	Dynamic: System	Retail Systems with Windows
☐	RMA General Agent Systems (3)	Dynamic: System	RMA General Agent Systems
☐	RMA Master Agent Systems (1)	Dynamic: System	RMA Master Agent Systems
☐	Self Checkout Back Office Ser...	Dynamic: System	Contains Retail Clients in the role
☐	Self Checkout Lanes (0)	Dynamic: System	Contains Retail Clients in the role
☐	TCX Gravity Cross Channel Te...	Dynamic: System	Contains Retail Clients in the role
☐	TCX Gravity Offline Servers (0)	Dynamic: System	Contains Retail Clients in the role



Functional Differences from Director V5.2

- No Power Management in Director (deferred)
- No remote Lane and BOSS Configuration option (deferred)
- JMX Browser has been replaced with the RES CHEC JMX UI
- No RMA File Transfer Task
- No Data Capture Support in Director Console (deferred, MA-GA functionality remains unchanged)



Inventory: Changes in V3

- Improved performance of inventory collection and the agent overall by removing many of the CIM classes defined in CIMConfig.xml, and accessing them directly during inventory collection.
- Improved Software Inventory on Windows. The following is now collected by default (on V3 agents only):
 - All instances of Win32_Product (installed via MSI), includes:
 - JavaPOS, OPOS
 - Sensor Drivers
 - Almost all of the TGCS driver packages (Elo touch driver not collected)
 - DB2
 - ISMP based products, via vpd.properties, includes:
 - RMA
 - SI
 - WAS
 - Remaining content in Add/Remove programs not collected (user story deferred)



Peripheral Inventory

- Information collected for peripherals differs greatly from RMA V2/ Director 5.20.
- Focused on more valuable device statistics over the life of the device, not configuration information
- Peripheral Firmware represented in SW Inventory, under “Firmware”
- Deferred, future story for end of life monitoring



Software Distribution

- Software Distribution integrated with 'Update Manager' task
- Allows for separate staging and execution processes (platform updates usually come in 2-phase packages)
- New "Compliance" capability allows quick validation of which systems are up to date vs. which systems still require an update
- CHEC provides the rules for compliance validation for lanes and BOSSes.

The screenshot displays the IBM Update Manager web interface. At the top, the title 'Update Manager' is followed by a brief description: 'Manage the firmware and software updates that your system needs. Start by acquiring updates to ensure that you have the latest update information. Then show and install needed updates or set up compliance policies to ensure that your systems remain either current or at another specified level.' Below this is a link to 'Learn more about Update Manager'.

The 'Update Compliance' section indicates it is monitoring 8 systems. It features a pie chart showing the update status for these systems. To the right of the chart is a list of counts for each status, each preceded by a small icon: a red 'X' for systems that are not up to date, a yellow warning triangle for systems with issues, a blue 'i' for systems with updates available, a green checkmark for systems that are up to date, and a grey circle with a diagonal line for systems that are not monitored. A 'View All Issues' link is provided below the list.

The 'Updates' section at the bottom provides a step-by-step guide: Step 1 is 'Acquire updates' (start by acquiring updates through an Internet check or an import), Step 2 is 'Show and install updates' (show and then install the updates that are needed by a system), and Step 3 is 'Optional: Create and configure compliance policies' (ensure that your system is always at the desired update level by creating a compliance policy and then continuously monitoring your system's adherence to it).

On the right side of the interface, there are two panels of tasks. The 'System tasks' panel includes a link to 'Change compliance policies'. The 'Common tasks' panel includes links to 'Update IBM® Systems Director', 'Configure settings', 'Show installed updates', 'Export updates', 'Show update groups', and 'Optional: Getting started'.



RES CHEC JMX UI for BOSS/e BOSS

The screenshot shows a Java Swing window titled "RES CHEC JMX UI". The window is divided into three main sections. The top section is a table with two columns: "Action" and "Description". The "Action" column lists four actions: "Restart Capture Program", "Drop BOSS Replication Tables", "Create Qualifiers", and "Invoke Data Capture". The "Description" column contains the text "This action will restart Replication Capture program." for the first action. The bottom section is a large text area labeled "Output". To the right of the "Output" section are two buttons: "Clear" and "Execute".

Action	Description
Restart Capture Program	This action will restart Replication Capture program.
Drop BOSS Replication Tables	
Create Qualifiers	
Invoke Data Capture	

Clear Execute

Output



RES CHEC JMX UI for LANE

The screenshot shows a Java Swing window titled "RES CHEC JMX UI". The window is divided into three main sections. The top section is split into two panes: "Action" on the left and "Description" on the right. The "Action" pane contains a list of actions, with "Get Lane Terminal options" selected. The "Description" pane contains a text description for the selected action. The bottom section is a large text area labeled "Output".

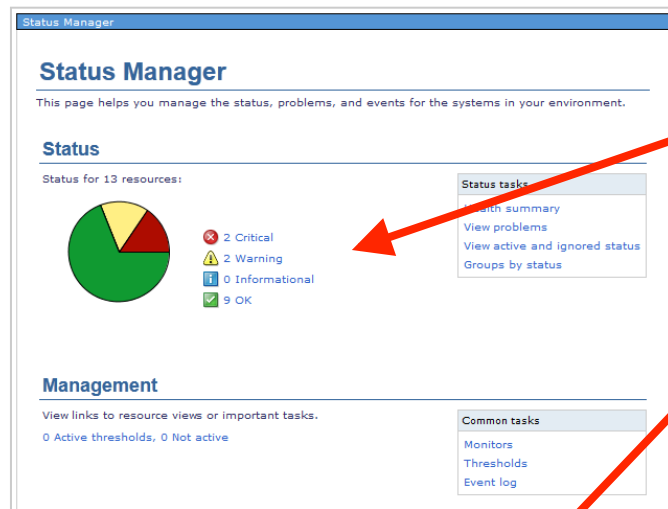
Action	Description
Is Replication Configured	
Get Lane Terminal options	This action will list all configured lane terminal options.
Drop Lane Replication Tables	
Refresh Replication	
Restart Apply	
Replication Details	
Last Replicated Synch Time	
Get Bill Dispenser Log	
Invoke Unsolicited Capture	

Clear Execute

Output



Easier to Manage w/ RMA V3: Are My Lanes Healthy?



Scoreboard – how many systems are having a problem?

Drill down – to identify the specific issue for a “red” or “yellow” lane

Systems with Problems (View Members)

Name	Access	Problem	Compliance	IP Address
48007x4	OK	Critical	Minor	10.10.0.3
GL	OK	Fatal	OK	9.42.229.
IBM 86482BU KPHN248	OK	Warning	OK	9.42.231.
NC	Offline	Minor	OK	10.0.0.10

Page 1 of 1 Total: 4

- Green:**
 - System healthy; no known issues
- Red:**
 - Known issue detected that requires service
 - Lane offline for X amount of time
 - Everyday issue has remained unresolved for X amount of time
- Yellow:**
 - Predictive failure (e.g. hard drive predicting failure, temperature warning, etc.)
 - Everyday issue being addressed in-store (e.g. printer out of paper, bill jam, etc.)
 - Frequency of everyday issues has been too high (e.g. security errors, reboots, cash jams, etc.). (Note: Targeted for CHEC 6.7 refresh)



“Top 25” Reports

Ability to reduce interventions by focusing on problem areas

“Security Problems” – what items have the most security problems?
– breakdown by problem type (sorted by count, descending) and a link to security maintenance for each item

Toshiba Checkout Environment BOSS - Top 25 Security Problems - Windows Internet Explorer

Home Assistants Security Maintenance **Reports** Quick Lookup Cash Configuration Administration Stores Mobile Terminal

Utilization
Assistance
Security
System Operation
Cash
Top 25 Reports

Top 25 - Security Problems

Current Store : 499 -- 499 [499 -- 499] Set Store

Start Date [Dec 1, 2006] End Date [Dec 10, 2012]

Refresh Print

Count	Item Code	Description	Problem	Problem Count
69	4011	BANANAS	Weight Rejects Not on Belt Rejects Multi-break Rejects	45 22 2
38	4053	LEMONS	Weight Rejects Not on Belt Rejects Multi-break Rejects Long Item Rejects	28 5 3 2
28	3003440035	WHITE BREAD	Weight Rejects Height Rejects Multi-break Rejects Not on Belt Rejects Long Item Rejects	15 6 3 3 1
24	3003440062	2% MILK 128 OZ	Height Rejects Weight Rejects Long Item Rejects	21 2 1
22	4045	CHERRIES	Not on Belt Rejects Weight Rejects	16 6
21	25087400000	CHICKEN WING	Long Item Rejects Multi-break Rejects Not on Belt Rejects	17 3 1
21	4235	PLANTAIN BANANA	Not on Belt Rejects	21

Toshiba Checkout Environment BOSS - View History - Microsoft Internet Explorer

Address [https://192.168.3.55/9043/Boss/Faces/BossSecMaint/ViewHistory.jspx?test=4053]

Assistants **Security Maintenance** Reports Quick Lookup Cash Configuration Administration Stores Mobile Terminal

View History

Store [499]

Select Item

Item ID [4053] Lookup

Back

Item ID [4053]
Item Description [LEMONS]
Item Type [Normal]

Security Locked

History Information

Weight Category [All]
New Category Samples [63]
Total Category Samples [327]
Category % of All Samples [100.00]

Height Category [All]
New Category Samples [107]
Total Category Samples [107]
Category % of All Samples [100.00]

Long % [1.87]
Short Multi-break % [1.87]
Long Multi-break % [1.87]
Passaround % [0.00]

9 samples have zero weight in the selected category.
9 samples have zero height in the selected category.



“Top 25” Reports

- Security Problems
- Assistant Activity
- Price Overrides
- Not-On-File (NOF) Scans
- Item Voids
- Keyed-in Items



Other Enhancements

**TOGETHER
COMMERCE**



Other Enhancements

- LDAP authentication for the BOSS web application
- Enhanced pre-installation prerequisite checks
 - Middleware versions
 - Database status
 - Free space
- New item flag in security database
- Cash devices error log collection



Migration to CHEC 6.7

**TOGETHER
COMMERCE**



CHEC 6.7 Lane Migration

- The packages for this migration are:
 - 6.7 Platform Update – Staging
 - Enter Migration Mode package
 - 6.7 Platform Update – Activate
 - RMA V3
 - SI – either V3R3 or V3R4
 - Lane Application
 - Complete Migration Mode package
- Packages must be run in this order
- Error checking to make sure Staging package, Enter Migration Mode packages run before running Platform activation

Note: CHEC 6.6 CSD1 code level or later required



CHEC 6.7 for 4690 Lanes Migration

- CHEC 6.7 on 4690 requires 4690 OS V6R4 if one of the controllers is the RMA master agent
- For customer running 4690 V6R3 and who are not in a position to migrate to the newer release of 4690, an RMA update is required.
- Request the update files RMA4690U.ZIP and ADXCRTMZ.DAT from your Engagement Manager, then follow the following instructions.
 1. Copy the above files to the ADX_IPGM directory on 4690 Master controller (not necessarily running the Master Agent).
 2. For multiple controllers in the store, distribute the files to all controllers using the following command:

```
ADXCSU0L 3 5 RMA4690U.ZIP
```

```
ADXCSU0L 3 5 ADXCRTMZ.DAT
```
 3. Reboot the controllers
- During the 4690 reload, the RMA files will be extracted to M:/rma on Classic controllers and to F:/rma on Enhanced controllers.



CHEC 6.7 for 4690 Lanes Migration

- If you are migrating from CHEC on 4690 version 6.6 to CHEC on 4690 version 6.7, you must first execute the preinst.bat script provided on the CHEC on 4690 installation CD.
- Place the CHEC on 4690 lane CD-ROM in the drive of the 4690 controller. Invoke the p:\preinst.bat command.
- Complete the steps included in “Installing CHEC on 4690.”

Note: You must update all of the CHEC components before migrating. Select option 4 to update DB2, RMA, CHEC, firmware, and languages.



CHEC 6.7 for 4690 Lanes Migration

- If the store is configured to run with the RMA Master agent on the 4690 controller, install the CHEC RMA extensions. In a multi-controller environment, this is only necessary on the controller hosting the master agent.
- Insert the CHEC on 4690 installation CD in the CDROM drive.
- Enter the following commands:
 p:
 cd p:\scsmgmt instmgt.bat
- The install will place the CHEC files in f:/CHECEXT and in the associated RMA directories.
- The Toshiba SureMark 4610 printers must be set to compatibility or TI4 mode to work with CHEC on 4690. Refer to the appropriate Toshiba SureMark 4610 User's Guide for additional information on printer compatibility.
- Read Chapter 17 of the Planning, Installation, and Maintenance (PIM) guide for important information about updating lane firmware and detailed terminal setup instructions



CHEC 6.7 BOSS Migration

- *New upgrade packages for DB2 (FP7), Websphere (V 8.5 FP 5), RMA (V3) and BOSS application will be provided.*
- *DB2 can be upgraded from Director 5.x or 6.x.*
- *Migration packages for BOSS/eBOSS are:*
 - *DB2 upgrade packages*
 - *RMA V3*
 - *WAS upgrade packages*
 - *BOSS application*
- *Except DB2 upgrade packages, All packages must be run (except db2 upgrade packages) in same order.*
- *On enterprise BOSS, DB2 should be upgraded manually.*



The Future

**TOGETHER
COMMERCE**



Managing Interventions – Flexibility

- At-the-lane (our favorite option)
- Small mobile form-factor
- Hybrid mobile / fixed station
- Fixed station / conventional POS register



At Lane



Fixed



Hybrid



Small



Coming Soon: New Attendant Monitoring Station (AMS)



- **Designed using SI GUI for versatility, consistency and extensibility**
- **Versatility**
 - Multiple Devices – SurePOS 785 (4690 V6R3) and Touch Display, TCxWave (4690 V6R4), Convertible POS
 - Supports multiple stations per store, specific lanes per station
 - Ability to use widescreen format
 - Consolidates multiple devices into one
 - Can run as an SI GUI terminal to act as a paystation for self checkout lanes – toggle between POS application and AMS application
 - Tablet can “undock” to become a multi-purpose employee workforce tool
- **Extensibility**
 - New base CHEC features can be utilized quickly (for example, usability improvements to the electronic receipt)
 - Integrators with SI GUI experience will quickly be able to add enhancements.
- **Consistency**
 - Uses the same extension model as SI GUI.
 - Shopper assistant “pending action” screens are consistent between the lane and AMS to reduce training time.
 - Customer extensions for the self checkout SI GUI can be reused instead of redesigned.



Thank You / Questions?



www.toshibacommerce.com